
HKBM007- Human Resource Management

Individual Presentation

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Introduction of Cloud computing

National Institute of Standards and Technology (NIST) defined Cloud computing provide 3 main services.

1. SaaS (Through internet connecting and subscription to use Cloud)
2. PaaS (Third parties provide platform and solution service)
3. IaaS (Basic blocks for building cloud services)

Four modes of Cloud:

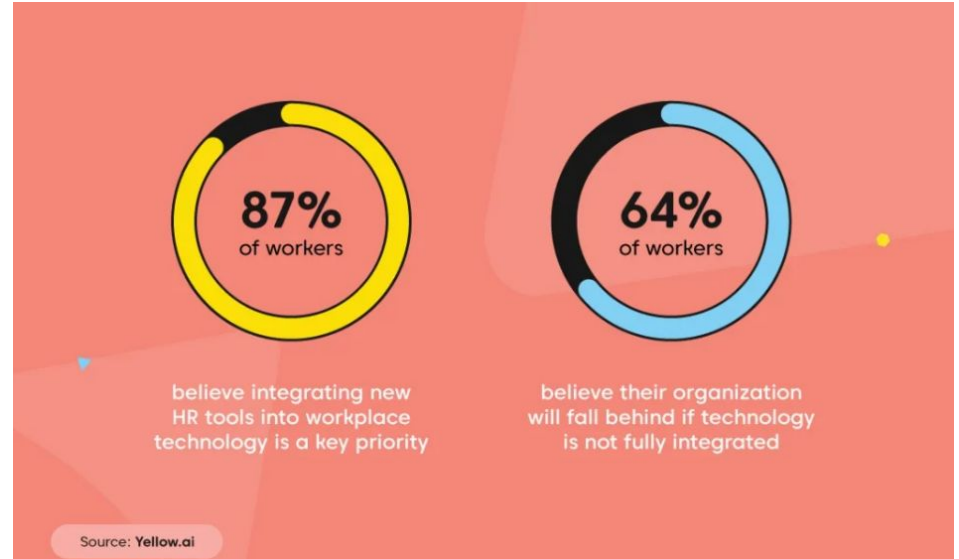
- A. Public Cloud (Through public network)
- B. Private Cloud (Through internal network)
- C. Hybrid Cloud (Combine public & internal network)
- D. Community Cloud (Managed by the third party)

(Peter Mell and Tim Grance, Version 15, 10-7-09)



Why does HR need cloud computing service?

1. Inefficiency
2. Higher Cost
3. Data Management Issues
4. Inefficient collaboration
5. Compliance difficulties
6. Administrative burden
7. Limited Analytics Capabilities
8. Employees Experience Issues
9. Tracking difficulties



(Yellow.ai, 2024)

Cloud computing impacts on HR functions

1. Recruitment Process
 - Application Tracking System (ATS)
2. Enhanced Employee Onboarding
 - Digital onboarding portals
3. HR administration
4. Improved communications
 - Self Service Portals (SSP)
5. Performance Management
 - Real time feedback and performance evaluation
6. Training and Development
 - E-Learning Platforms
7. Cost Efficiency
 - Reduce IT Costs of hardware
8. Compliance



To conclude, cloud-based service provide tools for HR to increase workers' productivity. At the same time, reduce manpower and time cost. *(Clover Infotech, 2022)*

Advantage of using cloud computing HR System - Employee Relations

1. Reduce paperwork
 - Avoid keeping hard copies that related to employment in cabinets
 - All documents can be saved in the cloud system and retrieve data immediately from the cloud when needed it immediately.
2. Increased Employee Engagement
 - Receive immediate feedback from employees
 - Employees are able to check their attendance record, leave record and related reports. Such as e-payslip, e-taxation form (IR56F)
3. Easy access to Payment and Benefits information
 - Able to cross check payment details if the employee is confused with the payment amount
 - Monthly refresh leave balance (e.g., AL, PH/SH, OFF entitlements) in the payment details for better planning

(Jared Bollier, 2021)



Hong Kong listed company using cloud-based service

Cathay Pacific Airways Limited  CATHAY PACIFIC

Company Size: >24k workers

Industry: Airline

HR Cloud-based System: Workday

Benefits of using Workday:

- Supports recruitment, onboarding and performance management.
- Maintain flexibility in managing its workforce while enhancing the employee experience through self-service capabilities.

HSBC  **HSBC**
滙豐

Company Size: >100k workers

Industry: Bank

HR Cloud-based System: SuccessFactors

Benefits of using SuccessFactors:

- HSBC used SuccessFactor for core HR functions, talent management and analytics.
- Improved employee engagement and operational efficiency.
- Manage HSBC's diverse workforce effectively while ensuring compliance with local regulations.

Hong Kong listed company using cloud-based service

Sino Land Company Limited



Company Size: >11k workers

Industry: Property

HR Cloud-based System: FlexSystem

Benefits of using Workday:

- Offered payroll automation, employee data management and compliance tracking.
- Enhanced operational efficiency and allows for real-time access to HR data across the organization.

Wizlogix



Company Size: <25 workers

Industry: Electronic

HR Cloud-based System: Infotech

Benefits of using Infotech:

- Manage their own benefits on-the-go via the mobile app.
- Provides tools for managing employee records, leave requests, and performance appraisals, thereby improving overall HR efficiency.
- Reduce HR time cost on manually input data to proceed payroll calculation and reports.

To conclude, whether Hong Kong companies with large or small company size, both of them are using cloud-based system. This proved that cloud systems are able to provide effective solutions in HR operations.

Key challenges for HR leaders

Concerns:

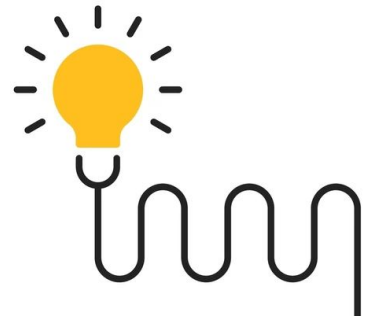
1. Data security and privacy issues
 - Access with personal information at everywhere
 - Hard to avoid hackers
2. User's acceptance
 - Cloud-based HR system could be complex for the user to learn at the beginning.
 - User's who felt difficult to use the new system will comes up dissenting voices.
 - Employee with long employment period unwilling to learn new system
3. Transfer previous data to new Cloud-based system and parallel run for payroll processing

(Vorecol Editorial Team., 2024)



Recommendations for better result

1. Choose the most suitable Cloud system (Vendor research)
2. Prioritise Data Security (Private or Hybrid Cloud)
3. Provide working schedule on transfer data and parallel run to HR teammates
4. Training and Support for employees
5. Receive feedbacks and regular review on the system
6. Monitor and evaluate system's performance



Conclusion

- A cloud-based system could bring advantages in Human Resources function.
- It enhances HR operational efficiency and improve organizational effectiveness.
- Employees are the most valuable asset to the company. In order to provide better working environment and tools for them, the company should treat it serious and enhance a better working experience for the employees.
- Implementing a cloud-based system, which benefit HR team on it's routine work, also provide an easier and transparent method for the workers including frontline and back office staffs.
- By upgrading cloud-based system, the company could position itself sustainable growth in fast-paced digital world.

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